

OVERBERG DISTRICT MUNICIPALITY

6. Service Level Standards

Western Cape: Draft Schedule of Service Delivery Standards Table - Overberg District (DC3) 2019/20		
Standard	Description	Service Level
Waste Removal	Asphalt Waste Removal	No Service
	Residential based removal (Residential Frequency)	No Service
	Commercial based removal (Commercial Frequency)	No Service
	Asphalt Removal Frequency	No Service
	Removal Bays provided (Yes/No)	No Service
	Garden refuse removal included (Yes/No)	No Service
	Street Cleaning Frequency in CBD	No Service
	Street Cleaning Frequency in areas excluding CBD	No Service
	How soon are public areas cleaned after events (2 hours/4 hours/longer)	No Service
	Cleaning of illegal dumping (2 hours/4 hours/longer)	No Service
	Recycling or environmentally friendly practices (Yes/No)	Yes
	Licensed landfill use (Yes/No)	Yes
	Water Service	No Service
	Water Quality rating (One/Two/Three/Four/Five)	No Service
Electricity Service	Is free water available to all? (Only to the indigent consumers)	No Service
	Frequency of meter reading (per month, per year)	No Service
	Are estimated consumption calculated on actual consumption over (two month/three month/longer period)	No Service
	On average how long does the municipality use estimates before reverting back to actual readings? (months)	No Service
	Over effect (hours) before availability of water is restored in cases of service interruption (complete the sub question)	No Service
	One service connection affected (number of hours)	No Service
	Up to 5 service connections affected (number of hours)	No Service
	Up to 20 service connections affected (number of hours)	No Service
	Feeder pipe longer than 800m (number of hours)	No Service
	What is the average maximum delay in your municipality?	No Service
	Do you practice any environmental or resource conservation activities as part of your operations? (Yes/No)	No Service
	How long does it take to replace faulty water meters? (days)	No Service
	Do you have a curbside protection system in place that is operational at all stages? (Yes/No)	No Service
	Electricity Service	No Service
Beverage Service	What is your electricity availability percentage on average per month?	No Service
	Do your municipality have a ripple control in place that is operational? (Yes/No)	No Service
	How much do you estimate is the cost saving in using the ripple control system?	No Service
	What is the frequency of meters being read? (per month, per year)	No Service
	Are estimated consumption calculated on consumption over (two month/three month/longer period)	No Service
	On average how long does the municipality use estimates before reverting back to actual readings? (months)	No Service
	Duration before availability of electricity is restored in cases of breakdown (immediately/one day/one day/longer)	No Service
	Are accounts normally calculated on actual readings? (Yes/No)	No Service
	Do you practice any environmental or resource conservation activities as part of your operations? (Yes/No)	No Service
	How long does it take to replace faulty meters? (days)	No Service
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No Service
	How effective is the action plan in cutting line losses? (Good/bad)	No Service
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	No Service
	How long does the municipality take to provide electricity service to new existing infrastructure can be used? (working days)	No Service
Road Infrastructure Services	How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	No Service
	How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	No Service
	Beverage Service	No Service
	Are your purification systems effective enough to put water back to the system after purification?	No Service
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No Service
	How effective is the action plan in cutting line losses? (Good/bad)	No Service
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	No Service
	How long does the municipality take to provide electricity service to new existing infrastructure can be used? (working days)	No Service
	How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	No Service
	How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	No Service
	Beverage Service	No Service
	Are your purification systems effective enough to put water back to the system after purification?	No Service
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No Service
	How effective is the action plan in cutting line losses? (Good/bad)	No Service
Property Submissions	How long does it take on average from completion to the first account being issued? (one month/two months or longer)	No Service
	Do you have any special rating properties? (Yes/No)	No Service
	Financial Management	No Service
	Is there any change in the situation of infrastructure and useful expenditure over time? (Increase/decrease)	No Service
	Are the financial statements audited? (Yes/No)	No Service
	Are there Council adopted business processes for managing the flow and management of documentation feeding to Title Submissions?	No Service
	How long does it take for an application to be paid from the date it has been received?	No Service
	Is there advance planning from RCM and working at departmental place quality and annually including for the next two to three years procurement plan?	No Service
	Admin Information	No Service
	Reaction time to enquiries and requests?	No Service
	Time to respond to a verbal customer enquiry or request? (working days)	No Service
	Time to respond to a written customer enquiry or request? (working days)	No Service
	Time to solve a customer enquiry or request? (working days)	No Service
	What percentage of calls are not answered? (0%, 10% or more)	No Service
	How long does it take to respond to voice mails? (hours)	No Service
	Does the municipality have centralised call centre support? (Yes/No)	No Service
	Is there a reduction in the number of complaints or not? (Yes/No)	No Service
	How long does it take to open an account to a new customer? (1 day/2 day of a week or longer)	No Service
	How many times does SCA Line, CHS Line and Technical unit sit to review and resolve SCA process as a day's other than come monthly management meetings?	No Service
Community safety and licensing services	Community safety and licensing services	No Service
	How long does it take to register a vehicle? (minutes)	No Service
	How long does it take to renew a vehicle licence? (minutes)	No Service
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	No Service
	How long does it take to re-register a vehicle? (minutes)	No Service
	How long does it take to renew a drivers licence? (minutes)	No Service
	What is the average reaction time of the law enforcement service? (minutes)	No Service
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	No Service
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	No Service
	Accommodation management	No Service
	How many economic development projects does the municipality drive?	No Service
	How many economic development projects are there in the area to be created in creating an enabling environment to support economic growth projects?	No Service
	What percentage of the projects have started sustainable job security?	No Service
	Does the municipality have any effective plans in place to create an conducive environment for economic development? (Yes/No)	No Service
Other Services delivery and communication	Other Services delivery and communication	No Service
	Is a toll/call centre provided to the new customer? (Yes/No)	No Service
	Does the municipality have a toll/call centre to inform the community? (Yes/No)	No Service
	Are customers treated in a professional and humane manner? (Yes/No)	No Service
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